



**PRINCE GEORGE'S COUNTY, MARYLAND  
FIRE/EMERGENCY MEDICAL SERVICES DEPARTMENT GENERAL ORDER**

<b>General Order Number:</b> 03-03	<b>Effective Date:</b> March 21, 2025
<b>Division:</b> Communication and Information Management/Technology	
<b>Chapter:</b> Cellular Telephones	
<b>By Order of the County Fire Chief:</b> Tiffany D. Green <i>TJG</i>	<b>Prior Revision:</b> July 3, 2019

**POLICY**

This General Order shall provide guidelines for all Prince George’s County Fire/Emergency Medical Services (EMS) Department (“Department”) career/volunteer personnel with County-owned cellular telephones.

**DEFINITIONS**

N/A

**SCOPE**

This General Order is intended for all personnel who are assigned County-issued cellular telephones.

**PROCEDURES / RESPONSIBILITIES**

**I. General Provisions**

- A. Improper use of cell phones may result in disciplinary action. Continued use of cell phones at inappropriate times or in ways that distract from work may lead to having cell phone privileges revoked.
- B. Cell phone usage for illegal or dangerous activity, for purposes of harassment, or in ways that violate the company confidentiality policy may result in employee termination.
- C. Employees must comply with the Department’s requests to make their County-issued cell phone available for any reason, including upgrades, replacement, or inspection.
- D. Technology Information Services Office (TISO) will follow an appointment-based policy for all cellular phone related issues, including assignments, returns, re-assignments, repairs/troubleshooting, and setups.

**II. Accountability**

- A. All cell phones or mobile devices, like all County-issued equipment/devices, are the property of the Department. These devices are assigned to the position and NOT to the user. TISO will maintain a record of all issued cellular telephones and documentation. To ensure proper accountability of County-owned cellular devices, all individuals will sign a



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“Custody Receipt” when issued a cellular device and a “Return Custody Receipt” when returning the device.

### **III. Requests for Service/Repairs**

- A. All requests for service (new and upgrades) shall be submitted through the appropriate chain-of-command to the Administrative Services Command, utilizing the cellular approval request form located on the County TISO website. This action ensures proper tracking of cellular telephones assigned to the Department. All repair requests shall be made through TISO.

### **IV. Cellular Telephone Usage**

- A. ***Cell phones are for County business use only.*** It is acceptable that on occasion, an assigned user may need to use the phone for personal reasons. However, personnel are advised by this General Order that the assigned user will be responsible for reimbursing the County for any overages that you may incur above the monthly allowable minutes.
- B. The TISO Manager will be monitoring cellular phone usage on a monthly basis. Each Command will be notified of any unusual or high activity.

### **V. Appropriate Use and Safety**

- A. ***Safety must come before all other concerns.*** Employees whose job responsibilities include regular or occasional driving are expected to refrain from using their cell phone or mobile device while driving. Employees are responsible for abiding by all state and municipal laws regarding the use of mobile devices while operating a motor vehicle. Employees are expected to use extreme caution while driving. “Hands-free” equipment is recommended if it becomes necessary to use a phone while driving.
- B. No employee is to use a mobile device for the purpose of illegal transactions, harassment, or obscene behavior, in accordance with other existing County policies.
- C. Care must be taken when using mobile devices in public places and other unprotected areas. Always make sure mobile devices are locked when not in use.

### **VI. International Travel Usage**

- A. International usage of cellular devices must be approved through the appropriate chain-of-command to the Administrative Services Command. Once approved, TISO will enable the international calling plan. Each traveling user must inform TISO at least two (2) weeks prior to their impending travel. Once the international calling plan is enabled, TISO will schedule an appointment with the user to set up the device(s) and explain the international calling plan.



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- B. The office in charge of the personnel traveling will be financially responsible for the international usage including all surplus charges and fees.

**VII. Loss and Theft**

- A. In the event of any loss, damage beyond repair, or theft of any County-owned cellular telephone, the assigned user shall follow the procedures identified in General Order # 08-05, *Vehicle Accident and Loss Damage Reporting*.

**REFERENCES**

General Order #08-05, *Vehicle Accident and Loss Damage Reporting*

**FORMS / ATTACHMENTS**

N/A